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This is the second release of this manual.

This manual provides technical and editorial updates and replaces all previous editions.

Please refer to the Summary of Changes for a complete revision history.

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Furthermore, the coaching module within the Impact 360 Performance Management solution provides employees with an opportunity to get focused coaching on areas / KPIs where they need to improve.

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Self-improvement is further available via integration with other Impact 360 WFO (Workforce Optimization) modules.

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while unpredictable work cannot be accurately scripted in advance, and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. How Knowledge Workers Get Things Done describes the

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work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategist, and many others who have to think for a living. These are people who figure out what needs to be done, at the same time that they do it, and there is a new approach to support this presents the logical starting point for

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understanding how to take advantage of ACM. Keith Swenson points out, "We are seeing a fundamental shift in our workforce, and in the ways they need to be managed. Not only are companies engaging their customers in new ways, but managers are engaging workers in similarly transformed ways." In award-winning case studies

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covering industries as diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you will find instructive examples for how to transform your own organization. This important book follows the groundbreaking ACM publications, *Taming the Unpredictable* and *Mastering the*

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Unpredictable and provides important papers by thought-leaders in this field, together with practical examples, detailed ACM case studies and product reviews.

While Robotic Process Automation (RPA)

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has been around for about 20 years, it has hit an inflection point because of the convergence of cloud computing, big data and AI. This book shows you how to leverage RPA effectively in your company to automate repetitive and rules-based processes, such as scheduling, inputting/transferring data, cut and paste,

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filling out forms, and search. Using practical aspects of implementing the technology (based on case studies and industry best practices), you ' ll see how companies have been able to realize substantial ROI (Return On Investment) with their implementations, such as by lessening the need for hiring or outsourcing. By understanding the core

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concepts of RPA, you ' It also see that the technology significantly increases compliance – leading to fewer issues with regulations – and minimizes costly errors. RPA software revenues have recently soared by over 60 percent, which is the fastest ramp in the tech industry, and they are expected to exceed \$1 billion by the end of 2019. It is

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generally seamless with legacy IT environments, making it easier for companies to pursue a strategy of digital transformation and can even be a gateway to AI. The Robotic Process Automation Handbook puts everything you need to know into one place to be a part of this wave. What You'll Learn Develop the right

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strategy and plan Deal with resistance and fears from employees Take an in-depth look at the leading RPA systems, including where they are most effective, the risks and the costs Evaluate an RPA system Who This Book Is For IT specialists and managers at mid-to-large companies

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vate, operate, or manage a farm for profit, either as owner or tenant. A farm includes livestock, dairy, poultry, fish, fruit, and truck farms. It also includes plantations, ranches, ranges, and orchards and groves. This publication explains how the federal tax laws apply to farming. Use this publication as a guide to figure your taxes and complete

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your farm tax return. If you need more information on a subject, get the specific IRS tax publication covering that subject. We refer to many of these free publications throughout this publication. See chapter 16 for information on ordering these publications. The explanations and examples in this publication reflect the

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Internal Revenue Service's interpretation of tax laws enacted by Congress, Treasury regulations, and court decisions. However, the information given does not cover every situation and is not intended to replace the law or change its meaning. This publication covers subjects on which a court may have rendered a decision more favorable to

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taxpayers than the interpretation by the IRS. Until these differing interpretations are resolved by higher court decisions, or in some other way, this publication will continue to present the interpretation by the IRS.

The bestselling author of No Logo shows

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something remarkably similar. People still reeling from catastrophe were being hit again, this time with economic "shock treatment," losing their land and homes to rapid-fire corporate makeovers. The Shock Doctrine retells the story of the most dominant ideology of our time, Milton Friedman's free market economic

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revolution. In contrast to the popular myth of this movement's peaceful global victory, Klein shows how it has exploited moments of shock and extreme violence in order to implement its economic policies in so many parts of the world from Latin America and Eastern Europe to South Africa, Russia, and Iraq. At the core of disaster capitalism is the

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use of cataclysmic events to advance radical privatization combined with the privatization of the disaster response itself. Klein argues that by capitalizing on crises, created by nature or war, the disaster capitalism complex now exists as a booming new economy, and is the violent culmination of a radical economic project

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“ Bruce Schneier ’ s amazing book is the best overview of privacy and security ever

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not only the news articles and advertisements we each see, but also the prices we ' re offered. Governments use surveillance to discriminate, censor, chill free speech, and put people in danger worldwide. And both sides share this information with each other or, even worse, lose it to cybercriminals in huge data

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breaches. Much of this is voluntary: we cooperate with corporate surveillance because it promises us convenience, and we submit to government surveillance because it promises us protection. The result is a mass surveillance society of our own making. But have we given up more than we 've gained? In *Data and Goliath*,

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security expert Bruce Schneier offers another path, one that values both security and privacy. He brings his bestseller up-to-date with a new preface covering the latest developments, and then shows us exactly what we can do to reform government surveillance programs, shake up surveillance-based business models, and protect our

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